REMARKS

Claims 1-12 and 14 have been examined. Claims 1-8 and 14 have been rejected under 35

U.S.C. § 102(b) as allegedly being anticipated by U.S. Patent No. 6,009,078 to Kodimer et al.

(hereinafter "Kodimer"). Claims 9-12 have been rejected under 35 U.S.C. § 103(a) as allegedly

being unpatentable over Kodimer in view of Microsoft Computer Dictionary in further view of

Official Notice. Claims 1, 2, and 14 have been amended for reasons of precision of language.

Applicant submits that these amendments do not narrow the literal scope of the claims and thus

do not implicate estoppel in the application of the doctrine of equivalents.

Drawings

The Examiner has objected to the drawings for allegedly failing to show all of the system

components of the claims. Presumably, the Examiner considers the system components of

independent claims 1, 2, and 14 are a service status detecting unit, a customer product

information storage device, and a sales promoting terminal. Applicant directs the Examiner to

Figure 1 which shows server terminals 40-60 and sales promoting terminals 10-30. Referring to

paragraph 0031 of the specification, software serving to detect a service status can be installed to

the server terminals 40-60. It is also taught that the customer product information storage device

can be a memory of the server terminals 40-60. Thus, the drawings show all of the system

components of the claims. Applicant respectfully requests the withdrawal of this objection.

Specification

The Examiner has objected to the Abstract. Applicant has revised the Abstract. Thus,

withdrawal of the objection is respectfully requested.

Claim Rejections

The Examiner has rejected claims 1-8 and 14 under 35 U.S.C. § 102(b) as allegedly being anticipated by Kodimer. This rejection is respectfully traversed.

Claim 1 recites, inter alia, a customer product information storage device that stores specification information of a computer peripheral and user information specifying a user of the computer peripheral. The customer product information storage device also consecutively updates and stores a service status of the computer peripheral that is detected by a service status detecting unit.

Kodimer is directed to a network copier 11 that is connected to a network 15 and is automatically communicated to a remote service organization. The copier 11 detects a condition in which service is required. It then outputs information relating to the detected condition and configuration information and/or status information to a Network Interface Board (NIB) 14. The NIB 14 receives the information from the copier 11, retrieves information regarding the user from an EPROM 34 located inside the NIB 14, and inserts the information into an HTML file. It then creates and sends an IP-packet including the HTML file to a workstation 1.

To anticipate a claim, a prior art reference must teach all of the elements in the claim. Moreover, "the identical invention must be shown in as complete detail as is contained in...the claim." *Richardson v. Suzuki Motor Co.*, 868 F.2d 1226, 1236, 9 USPQ2d 1913, 1920 (Fed. Cir. 1989). The Examiner contends that the copier 11 of Kodimer corresponds to the claimed service status detecting unit and that the NIB 14 corresponds to the claimed customer product information storage device. The Examiner further asserts that the information relating to the

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detected condition. the configuration information, and the information regarding the user

correspond to the claimed service status, specification information, and user information,

respectively. However, nowhere in Kodimer is it disclosed that the alleged service status (i.e.,

the detected condition) is consecutively updated and stored by the customer product information

storage device (i.e., the NIB 14) as recited in claim 1. Because Kodimer does not teach or

suggest in complete detail all of the features of claim 1, Applicant submits that claim 1 is

patentable and respectfully requests withdrawal of the rejection.

Independent claims 2 and 14 contain the customer product information storage device

analogous to the customer product information storage device recited in claim 1. Therefore,

Applicant submits that these claims are patentable for reasons analogous to those discussed

above regarding claim 1. Applicant further submits that claims 3-12, being dependent on claims

1 or 2, are patentable at least by virtue of their dependency.

Conclusion

For all the foregoing reasons it is respectfully submitted that claims 1-12 and 14, being all

the claims present in the application, are patentable and that this application is in condition for

allowance. It is therefore respectfully requested that the subject application be passed to issue at
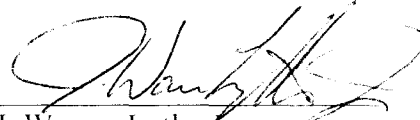
the earliest possible time.

If any points remain in issue which the Examiner feels may be best resolved through a

personal or telephone interview, the Examiner is kindly requested to contact the undersigned at

the telephone number listed below.

The USPTO is directed and authorized to charge all required fees, except for the Issue

Fee and the Publication Fee, to Deposit Account No. 19-4880. Please also credit any

overpayments to said Deposit Account.

Respectfully submitted,

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WASHINGTON OFFICE

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CUSTOMER NUMBER

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